



Frequently Asked Questions

RATING SCALE

Q. What Is a Rating?

A. Summarizes performance by evaluating against components in an employee performance plan then compares performance over a period of time with absolute measurement scales that indicate varying levels of performance.

Q What Is a Rating Scale?

A. Describes the varying levels of proficiency of performance for each competency and goal can be divided. It is used to assign a performance rating for each performance component on the performance evaluation.

Q. What Is the Rating Scale for Evaluations?

A. Superior 4.0-3.5
Commendable 3.4-3.0
Competent 2.9-2.0
Improvement Needed/Growth Necessary 1.9-1.0
Unsatisfactory 0.9-0.0

Q. How Is the Overall Score Calculated?

A. Calculation of “What” score and “How” score as the total for Performance. The Overall Evaluation Score for employees is calculated within the Online Performance Management System based on the rating for Goals (50%) and for the Competencies and Achievements section (50%). Each competency and goal is weighted equally. The Overall Evaluation score for supervisors is calculated within the Online Performance Management System based on the rating for Goals (34%), Competencies (30%), and the Completion of their employee evaluations (36%).

The employee’s supervisor scores each goal and target range for the employee with one of the five rating descriptors provided in the PMI rating scale (Superior, Commendable, Competent, Needs Improvement Needed/Growth Necessary & Unsatisfactory). Online Performance Management System does not provide any points for an “Unsatisfactory” rating. The points are totaled which creates a final evaluation score and the

rating is based on the points. The rating shall be substantiated by overall goals and competencies. Additionally, the supervisor's rating includes how well employee evaluations are completed and that the documentation provided on the Performance Management Evaluation form.

Q. How Does the System Calculate the Totals to Come Up With the Overall Score and Rating?

A. *The Online Performance Management System online program calculates:*

4 points for Superior

3 points for Commendable

2 points for Competent

1 points for Improvement Needed/Growth Necessary

If the supervisor marks, "Unsatisfactory" that score is "0" as no points are provided for that rating.

The points are added together within the system and uses the percentages as mentioned above to provide overall points. The overall points become the overall score, which is then tied to the final rating scale.

Q. Why Does the Rating Scale Have Five Scores But the Online Performance Management System Only Gives 4 Points for the Highest Score of "Superior"?

A. Although there are five scores possible in the rating scale, the lowest score possible "Unsatisfactory" score does not provide any points. Thus, the highest value would be 4 points for the "Superior" rating. It is the intention to allow "Unsatisfactory" ratings to have a value within the evaluation. "Unsatisfactory" has a zero value.

Q. I Have Always Been Scored "Meet Expectations." Now I Received the Rating "Competent." I Am a Good Consistent Worker Who Always Does My Job. What Does That Mean?

A. The goals and target range were to be set on the "Competent" rating. Competent is defined as the norm to be a highly-valued contributor to the organizational effort. Competent is a solid performance by the employee. This individual consistently performs the position's duties and responsibilities. The employee fulfills position requirements, established goals, and essential functions of the job effectively. Employee is making meaningful and valuable contributions. Employee has shown consistent and continual performance throughout the review period. The rating is defined to assist the employees to understand that a "Competent" employee is and what an ideal employee "looks like" for that particular job. A "Competent" employee is doing a good job in completing their daily work, workplace standards, goals, and competencies.

Q. It is Now Time to Rate the Target Ranges, How Do I Decide the Rating?

A. It is important to remember that the Target Ranges were selected on what was based on "what a competent person looks like" in that position. The goals and target range were to be set on the "Competent" rating. Competent is defined as the norm to be a highly-valued contributor to the organization. Competent is a solid performance by an employee.

Q. The Online Performance Management System Gives 4 Points How Does That Create the Overall Score?

A. The Online Performance Management System assigns points for each goal and competency when a supervisor selects a rating. Zero points are given for “unsatisfactory” and then points are given up to 4 (four) points for “Superior”. The Online system calculates the points and provides the total score. The sections of the evaluation are as follows: **Employees** –goals 50% and competencies 50%. **Supervisors**- goals 34%, competencies 30% and conducting employee evaluations 36%. Once a numerical total score is obtained for the evaluation, it is then manually compared to the Rating Scales to pinpoint the Overall Score for the employee’s performance.

*Please note that although there are five possible rating descriptors, they represent a four-point scale. The scale provides a range for all the ratings. The range for “**Superior**” is **4.0-3.5**, “**Commendable**” is **3.4-3.0**, “**Competent**” is **2.9-2.0**, “**Improvement Needed/Growth Necessary**” is **1.9-1.0** and “**Unsatisfactory**” is **less than 1 (0.9-0.0)**. (It important to not confuse the points that Online Performance Management System to the rating scale for evaluation).

Q. What Constitutes an Overall "Unsatisfactory" Rating Within the PMI System?

A. An overall “Unsatisfactory” rating within PMI system is when the points are less than 1 (0.9 -0.0). Assuming ongoing performance discussion and feedback occur in the workplace, an employee’s annual performance appraisal should not be the first discussion of poor performance. This employee does not fulfill position requirements and is not making contributions expected of an employee in this role. Employee may not be appropriately placed in the job or the agency. Immediate improvement is required. **(DOCUMENTATION REQUIRED TO GIVE THIS RATING ON FORM)**

Q. What if I Have an Employee Whose Overall Performance is Rated “Improvement Needed/Growth Necessary?”

A. If an employee’s performance is rated “Improvement Needed/Growth Necessary,” it is up to the supervisor to evaluate, document, and create a plan to address why the employee obtained this rating. These individuals, who are not performing at the level of a highly-valued performer but can be trained, coached, developed, and encouraged to achieve that level. The supervisor addresses a lack of performance or lack of consistent performance. *Primarily these individuals are in the learning phase of their position and need growth to become “competent” employees.* This is a transitional phase for employees to either move up to become “Competent” or transition out. The clear differentiation between this level and the lowest rating is potential for improvement in terms of aptitude and attitude. These individuals will require focused attention to ensure that they know they are both valued and expected to improve within the areas noted. A supervisor should evaluate employee performance gaps. By training, mentoring, feedback, and coaching, motivation, monitoring and tracking against standards and progress toward goals and development through coaching, training, challenging, or visible assignments, improving work processes the supervisor help move the employee toward becoming “Competent.” Supervisor should note and address: 1. Inadequate skills 2. Lack of Effort 3. Extenuating Circumstances 4. Training & Tools **(DOCUMENTATION REQUIRED TO GIVE THIS RATING ON FORM)**